Keep Support Tickets Manageable, Centralized, and Secure with BoldDesk®

Body:

For over 20 years, Eudonet UK has delivered custom, cloud-based CRM solutions to NFPs and professional associations across the United Kingdom and Ireland. Its primary product, Eudonet CRM, assists clients with:

- Marketing and communications.
- Membership management.
- Event management.
- Financial integration.
- Reporting and analytics.

By implementing Eudonet CRM, businesses can strengthen their customer rapport, streamline everyday processes, and increase profitability.

Challenges

In 2007, Eudonet UK developed an internal tool in house to back its customer support workflows. While it served them well for nearly two decades, it had an older, clunkier vibe to it. According to Helpdesk Team Leader Stephen Johnson, "We were struggling with a few things, like keeping the ticket flow smooth and managing our team's workloads effectively. It was a real challenge. The biggest headache of all was the security on the platform, which definitely needed some attention."

Stephen's team felt like they were juggling too much, and since their data was fragmented, and sometimes unreachable, it became increasingly difficult for them to continue using their legacy support system. So, they began searching for an up-to-date replacement. As an existing

Syncfusion® client, the Eudonet UK team was eligible to try BoldDesk—Syncfusion's enterprise-grade help desk solution—free for a year. Their positive experience with Syncfusion tools, paired with the considerable trial period, enabled them to confidently switch to BoldDesk.

Solution

BoldDesk immediately proved to be the right answer. Since BoldDesk is compatible across platforms, Stephen's team was able to use the help desk within their mobile devices and web browsers, allowing them to access support requests anytime, anywhere.

With BoldDesk, Stephen's team unlocked a wide range of help desk features designed to simplify their issue-resolution process, including the:

- **Ticketing system:** Stephen's team was able to integrate and centralize old customer ticket data, improving accessibility.
- **Knowledge base:** They created a repository of self-help materials, minimizing agent involvement.
- **Workflow automation:** By automating recurring tasks throughout the ticket life cycle, Stephen's team reduced agent workloads.
- **Security:** Stephen's team employed multilevel security like encryptions, audit logs, IP restrictions, and SSO, which ensured all their client contact information and ticket details were securely stored.

These features directly addressed their legacy support system's limitations, enabling Eudonet UK to completely overcome its previous support issues.

Pull Quote:

"It's easy to use and has a simple yet effective UI. It can make menial everyday tasks much much easier." - **Stephen Johnson, Helpdesk Team Leader at Eudonet UK**